



# Welcome to the E-ventures of E-diana Jones

## Today's E-venture: *"The Chase for a Case"*



This is a tale about a Clerk of the Court employee who needs information from a court file in order to complete her work. Time is of the essence to her. Completion of the project will ensure that she provides quality customer service, which is the ultimate goal of the office. The tale is divided in two scenarios – the first of which shows the employee ordering the file the way in which she has always done it; the second scenario shows her ordering the file after E-diana Jones enlightens her about the Electronic Document Management System.

### SCENARIO 1

*(This scenario shows the approximate time it would take to order a file, without disruptions, a high volume of file requests, traffic, elevator wait, or any other normal occurrences. The normal designated time to receive a file is within 24 hours.)*



**9 A.M.** - Employee accesses the File Tracking system on her computer and orders a court file. This request is sent to the Customer Service Center (CSC).



**10 A.M.** - The CSC checks for file requests each hour. A CSC staff member places the request in the Pull Box List in the order that it was received.



**10:15 A.M.** - The File Room staff member walks through the large File Room pulling each request that came in.



**10:45 A.M.** - The file was pulled, bar-coded (checked-out), and placed in a box with other files that are to be delivered to the Central Court Building.



**Noon** - The Delivery Van leaves the C.S.C. on one of its' daily runs and travels to the CCB File Transfer Center (FTC) a few blocks away.



**1 P.M.** - After receiving the file, FTC staff checks it out to the person who requested it. The file is then placed in a handcart with other files that are ready for the next delivery run.



**2 P.M.** - The File Room employee leaves on the afternoon run to deliver the requested files.



**2:30 P.M.** - The employee, who requested the file, receives it.

### SCENARIO 2

*(This scenario shows the approximate time it takes to access a file through OnBase, which is the software program that is designed to manage the processing and retrieval of the office's electronic documents).*



**9:00 A.M.** - E-diana Jones tells the Clerk of the Court employee who wants the file that she can access it through the office's Electronic Document Management System on her very own computer.



**9:02 A.M.** - The employee enters the case file information on her computer and the case documents appear on the monitor in electronic format for her to review and, if necessary, print the pages that are needed.



**9:03 A.M.** - With his job now done, E-diana Jones leaves knowing that he has saved the day for another person, and he prepares himself for his next e-venture.